



**Quality Council**  
Tuesday, January 25, 2005  
**4:00-5:30 p.m.**  
Conference Room 6A, Exchange Building  
821 Second Avenue, Seattle WA 98104

**Members Attending:**

Helen Nilon (chair), Howard Miller, Alberto Gallegos, Alice Howell, Frank Jose

**Staff Present:**

Liz Gilbert  
Melisande Noe

**Guest:**

Helen Kahane

**I. CALL TO ORDER**

Members and guests introduced themselves.

**II. ANNOUNCEMENTS**

None.

**III. PREVIOUS MEETING NOTES APPROVAL**

Minutes were approved unanimously with punctuation changes.

**IV. DISCUSSION: MENTAL HEALTH REPORT CARDS, MANAGEMENT INDICATOR REPORTS, and other RSN reports**

Complaint, Grievance and Fair Hearing Report: Helen Nilon plans to ask Ron Sterling, Chair of the King County Mental Health Advisory Board to write to the state Mental Health Division on behalf of the Board, requesting that the MHD revise and update the Complaint, Grievance and Fair Hearing report.

MHCADSD Management Indicator Reports: Liz Gilbert clarified that the QC was provided with the summary from this report. The complete report includes considerable technical detail, and represents indicators that are monitored on a regular basis as well as ad hoc reports. Discussion about components of the report followed. In response to questions about liquidated damages, Liz explained that each RSN has a target census number at the state hospital, and if that number is exceeded, RSNs are subject to penalties called "liquidated damages". King County RSN has been paying liquidated damages for many months because (with the exception of a couple of special programs) the savings achieved at the state hospital by closing wards is not passed onto RSNs to assist with community reintegration, treatment and services. RSNs can also be penalized

if they don't assist with discharging patients within three days of being notified a patient is ready for discharge.

Mental Health Plan Report Card: Due to time constraints, discussion was postponed.

## **V. 2003 KING COUNTY SUICIDE REPORT**

Dr. Sharon Farmer, RSN Medical Director, and Jo Moore, Coordinator of Crisis and Commitment Services, prepare an annual report using data provided by the King County Medical Examiner (ME). The report evaluates those individuals from the ME's report who had at least some type of contact with the RSN preceding their death – in some cases, contact was as long as eight years prior to death. The 2003 report did not find any indication that the RSN was not being appropriately responsive to clients or former clients who committed suicide during the calendar year of 2003. Liz described Extraordinary Occurrence (EO) policies and procedures, which spell out provider responsibilities when a client is involved in certain extreme situations, including suicide. The RSN monitors each EO to assure appropriate responses are provided after the event, and also reviews services preceding each event. A summary report of EOs for CY 2004 will be compiled and provided to the QC at a future meeting.

## **VI. RSN UPDATE**

Dave Murphy will attend the February QC meeting to present the Criminal Justice Initiatives Report. Steve Collins will also attend the February meeting to discuss "Don't Let Your Past Be an Obstacle", a project he described in the most recent "Good Newsletter".

The RSN is preparing a corrective action plan the MHD requires subsequent to the 2004 External Quality Review (EQR). Each item reviewed by the EQRO was scored 0 – 5, with 5 being the highest score. The MHD requires corrective actions for those items scored at two or less. KC RSN had already implemented improvements to most of the items for which action is required, and is completing the few that remain. Most were addressed through Mental Health Plan Policies and Procedures, the Client Handbook, agency contracts, or credentialing.